



## Age & Opportunity

### Salesforce Coordinator

**Position:** Part-time, 20 hours per week, over five days  
**Salary:** €40,000 per annum, pro rata (out of 37.5 hours working week) (flexi-time)  
**Reporting to:** Operations and Governance Manager

### Job Description

#### Main Tasks and Responsibilities

- Take responsibility for the oversight, planning, monitoring, maintenance and control of the CRM system to ensure that it supports the organisation to deliver on strategic objectives;
- Oversee and project manage any future custom requirements/changes to the CRM in collaboration with the line manager;
- Ensure clean and accurate data is captured and stored;
- Import data into the CRM when required;
- Administer Permissions and User management (including licences);
- Provide support to staff with all CRM queries;
- Create and maintain reports and dashboards and be a point of contact for staff reporting requests;
- Support staff to understand and improve CRM and deliver on changes;
- Ensure all Salesforce processes and workflows are documented and ensure compliance with GDPR requirements;
- Ensure deletion of records, duplication and backups are done properly;
- Contribute to other IT projects and other strategic deliverables as required;
- Liaise with team members and familiarise with each Programme's requirements and communicate effectively at all levels within the organisation;
- Work closely with management to prioritise information needs;
- Communicate with and be the main point of contact with Enclude (Salesforce Support) on areas that require their expertise;
- Create a range of training modules for staff on the CRM and provide training to staff;
- Keep documentation and training materials up-to-date;
- Communicate future Salesforce releases and enhancements;
- Maintain and grow personal understanding of Salesforce;

### **Other Responsibilities**

- Ensure adherence to legislation, regulations and defined quality standards on all initiatives undertaken.
- Follow the policies and procedures outlined in Age & Opportunity's Employee Handbook, Policies and Procedures Manual, Internal Financial Controls and Procedures and Safety Statement.
- Commit to the purpose of Age & Opportunity, and work within the values of the organisation.
- Participate in regular supervision with your line manager.
- Actively participate in full team meetings.
- Show reasonable flexibility in relation to hours of attendance to meet the needs of the work. Work during unsocial hours may be required.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.
- Take responsibility for operational and office administration issues such as office logistics, filing, file management and archiving data.
- Provide back-up for general organisational administrative duties, including phone answering on the request of the Office Manager.
- Participate in and engage with a performance management programme.
- Identify training needs with your line manager and participate in training opportunities appropriate to the role.
- Contribute as an active member of the team, to the development and support of other initiatives within the organisation.
- Operate within agreed budgets seeking authorisation for expenditure and be accountable for such expenditure authorised and ensure the appropriate coding of expenses.
- Provide written reports as per deadlines requested.
- Undertake any other tasks as will from time to time be requested.

## Person Specification

This person specification sets out the various criteria which are essential for the post and by which we will assess your application.

### Education

- Educated to degree level in either Business, IT, Computer Science, Management Information Systems or Database design;
- Salesforce Certified (Administrator or Advanced Administrator) desirable.

### Experience

- At least 4 years' Salesforce administration experience;
- Thorough knowledge of Salesforce Lightning platform;
- Experience of analysing business systems and identifying improvements;
- Detailed understanding of Salesforce. Understanding of data integration tools;
- Experience answering user queries and providing technical support to users;
- Knowledge and experience supporting compliance with data protection;
- Experience of delivering training.

### Skills

- A team player with good interpersonal skills and the ability to engage with a range of people;
- An ability to analyse information quickly and communicate in a concise and articulate manner;
- Excellent written and oral communication skills;
- Strong project management and organisational skills, as well as attention to detail;
- High level computer literacy and competency in Word, Excel and PowerPoint.

## Remuneration and Benefits

The salary for this position is circa €40,000 (pro-rata).

Age & Opportunity offers the following benefits in addition to salary:

- Excellent working conditions in our Dublin office with a hybrid working model in place.
- An 8% employer's contribution to pension (subject to a minimum 4% employee contribution).
- Annual leave of 24 days (pro-rata).
- Closure of the office on Good Friday and Christmas Eve (gift days).
- Paid Maternity leave / Adoptive leave after 12 months' service.
- Employee Assistance and Wellbeing programme.

- Opportunity to avail of continuous professional development training specific to the role as deemed appropriate.
- Travel (bike to work scheme, tax saver commuter tickets).

The complete list of terms and conditions will be made available to the candidate offered the role.

**To apply:**

Please send your CV and cover letter, outlining how you meet the above criteria, by email to Margaret Roe, HR Manager, at [margaret.roe@ageandopportunity.ie](mailto:margaret.roe@ageandopportunity.ie)

Deadline for receipt of applications is Monday the 16<sup>th</sup> of January 2023 at 5pm. Shortlisting will apply.

Interviews will be held on Wednesday the 8<sup>th</sup> of February 2023.

Age & Opportunity is an equal opportunities employer.



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